

## **ATTACHMENT 36**



**MCI Telecommunications  
Corporation**

780 Johnson Ferry Road  
Suite 500  
Atlanta, GA 30342

August 27, 1997

**Pamela Lee**  
Sales Assistant Vice President  
BellSouth  
1960 West Exchange Place, Suite 420  
Tucker, Georgia 30084

Dear Pam,

On August 8, 1997 BellSouth confirmed that they would support mechanized loss notification via an EDI 836 transaction, and jeopardy and reject notifications manually. During a meeting on 8/19/97, MCI was informed that BellSouth would support mechanized jeopardies but rejects and loss notifications would be manual. Not only are we bothered by the lack of support for automated processes, but also by the fact that each time a meeting was held, BellSouth changed its position. In order to expedite this process, MCI has offered specifications in response to the manual processes (see attachment).

In response to our request BellSouth committed to get back to MCI with an answer to our specifications by 8/22/97. On 8/25/97 we received the following comments from Judy Rueblinger: "According to our staff this will take additional time to research. They have advised they will pursue further and provide me a status on their progress on Friday, 8/29. We want to make sure the staff has time to do the appropriate research before giving us an answer."

I need your support to help bring closure to this issue. What we need on or before 8/29 is a response to our request not just status. A delay would only further delay our ability to enter the local market. Your assistance in resolving this matter would be greatly appreciated.

Please provide a response by August 29, 1997 detailing whether BellSouth will support the manual process proposed by MCI or an alternative process.

Sincerely,

Helen H. Arthur  
Local Systems Implementation Specialist  
Enclosure (1)

→ cc: Bryan Green  
Joe Baker  
Ciff Bowers  
Marcel Henry

## **ATTACHMENT 37**

Helen Arthur  
V825-6580  
404-267-6580  
1-888-866-2376 pager

\*-----Original Message-----

\*From: \*Judy.Rueblinger1@bridge.bellsouth.com  
[SMTP:Judy.Rueblinger1@bridge.bellsouth.com]  
\*Sent: \*Tuesday, September 09, 1997 12:27 PM  
\*To: \*Arthur, Helen (MCI)  
\*Cc: \*Clifford.H.Bowers@bridge.bellsouth.com;  
Judy.Rueblinger1@bridge.bellsouth.com  
\*Subject: \*RE: Response - Jeopardies/Rejects/Loss  
Notification

\*Helen,

\*According to the CLEC Ordering Guide Service Jeopardies are  
relayed to the CLEC  
\*via a phone call.

\*Judy

## **ATTACHMENT 38**

# Operational Trial Status

## (As Of 9/30/97)

- 540 Orders have been processed
  - Order Types comprised of Migrate-As-Is (49%), Migrate-As-Specified (26%), and New (25%)
  - Order Status
  - 5% of Orders are in a Pending Status
- Order Completion Interval
  - As of 9/30/97, Average Interval Performance is 4.56 days
- Desired Due Date
  - 76% of all DDDs are late
  - Average late time is 4.01 days late
  - Average overall is 3.17 days late
- Firm Order Confirmation
  - 31% of all FOCs are late
  - Average late time is 3.75 days late
  - Average overall is .58 days late

# Migrate-As-Is Status

- 266 Orders have been processed
  - 5% of Orders are in an Incomplete Status
- Order Completion Interval
  - As of 9/30/97, Average Interval Performance is 2.42 days
- Desired Due Date
  - 64% DDDs are late
  - Average late time is 3.09 days late
  - Average overall is 1.68 days late
- Firm Order Confirmation
  - 37% of all FOCs are late
  - Average late time is 2.04 days late
  - Average overall is .34 days late

# Migrate-As-Specified Status

- 128 Orders have been processed
  - 4% of Orders are in an Incomplete Status
- Order Completion Interval
  - As of 9/30/97, Average Interval Performance is 5.61 days
- Desired Due Date
  - 86% DDDs are late
  - Average late time is 4.14 days late
  - Average overall is 3.86 days late
- Firm Order Confirmation
  - 20% of all FOCs are late
  - Average late time is 4.0 days late
  - Average overall is .51 days late

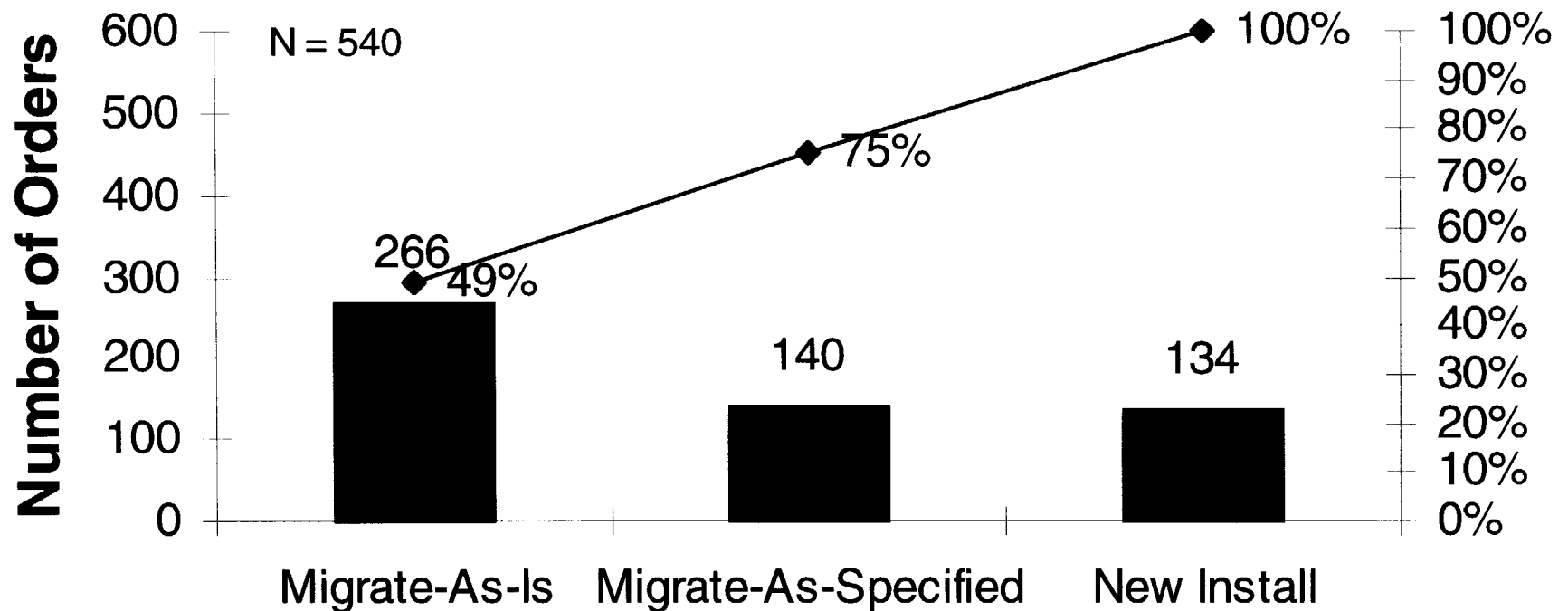


# New Install Status

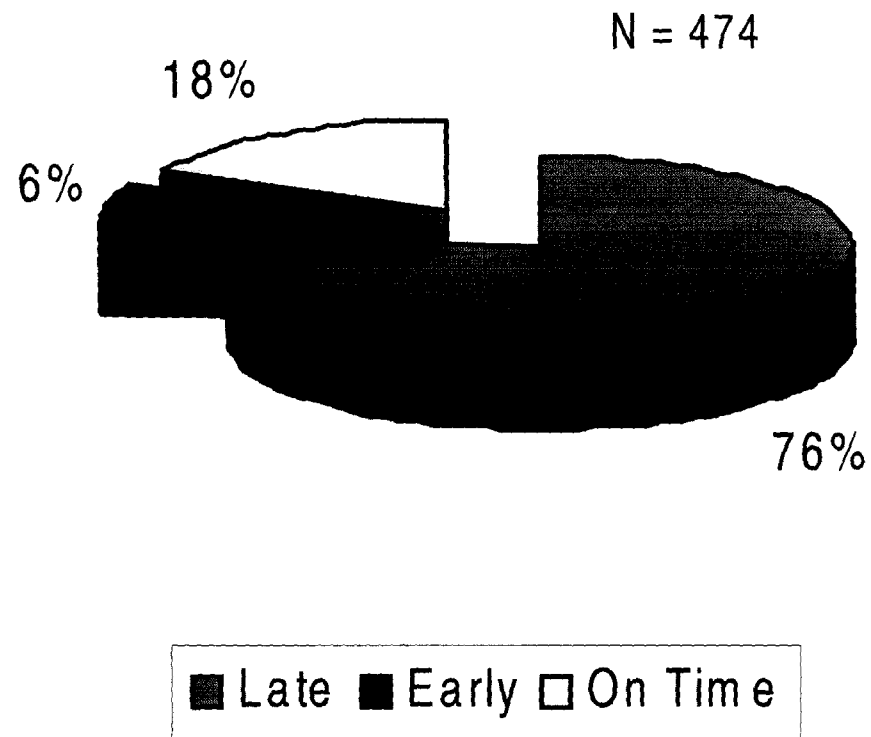
- 134 Orders have been processed
  - 9% of Orders are in an Incomplete Status
- Order Completion Interval
  - As of 9/30/97, Average Interval Performance is 8.03 days
- Desired Due Date
  - 92% DDDs are late
  - Average late time is 6.10 days late
  - Average overall is 5.67 days late
- Firm Order Confirmation
  - 28% of all FOCs are late
  - Average late time is 5.69 days late
  - Average overall is 1.18 days late

# Operational Trial Order Types

(Through 9/30/97)

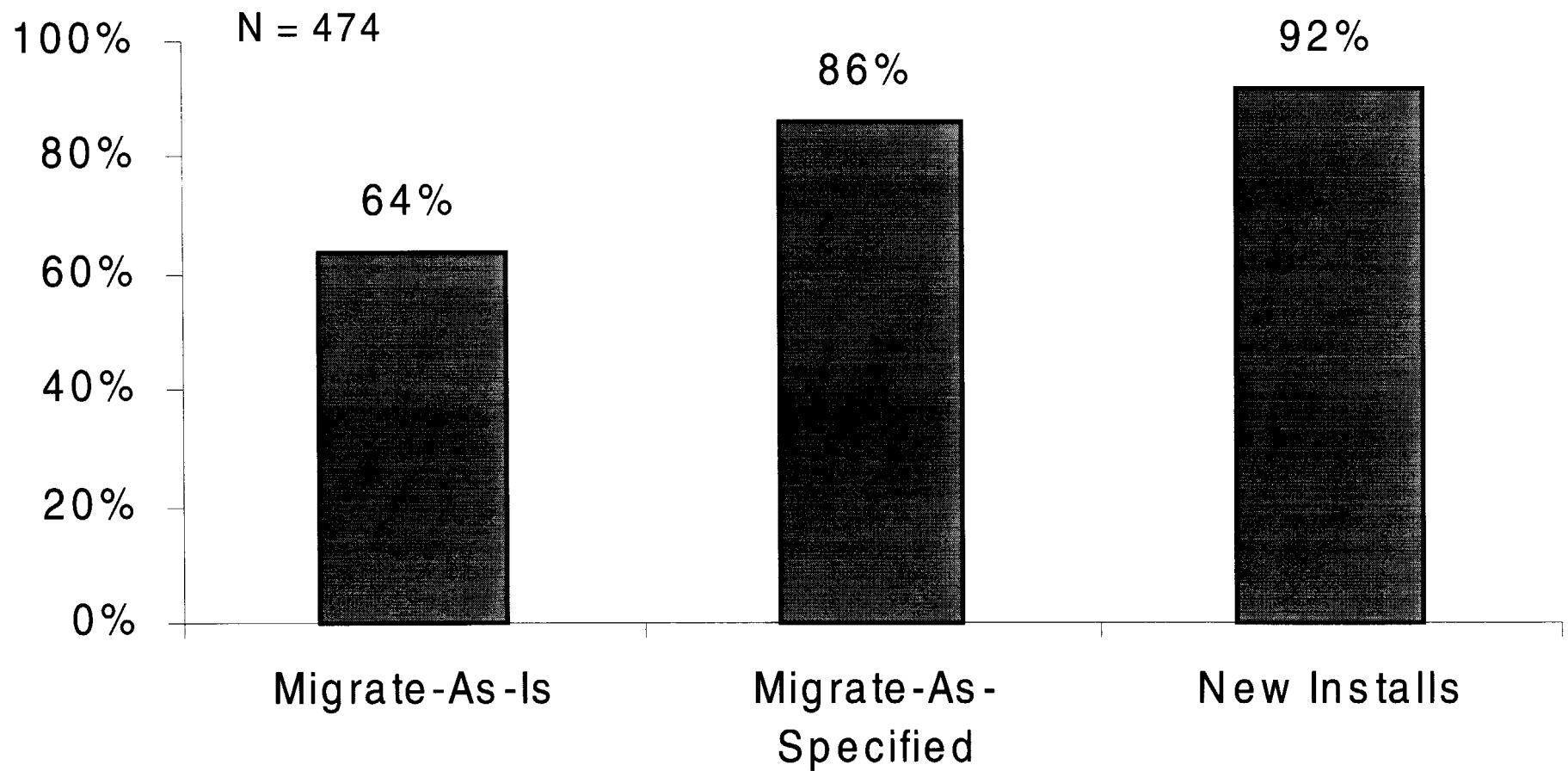


# Operational Trial Desired Due Date Accuracy



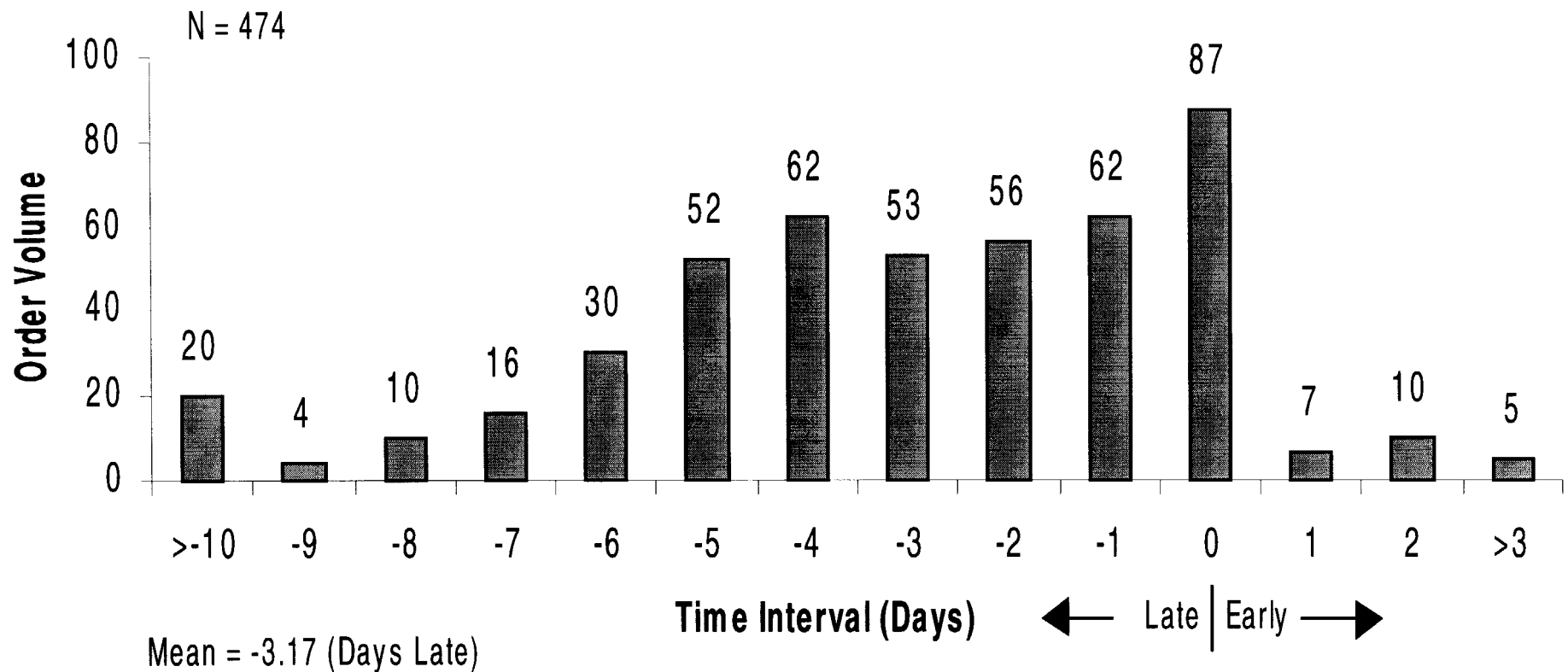
# Operational Trial

## Orders Completed After Desired Due Date



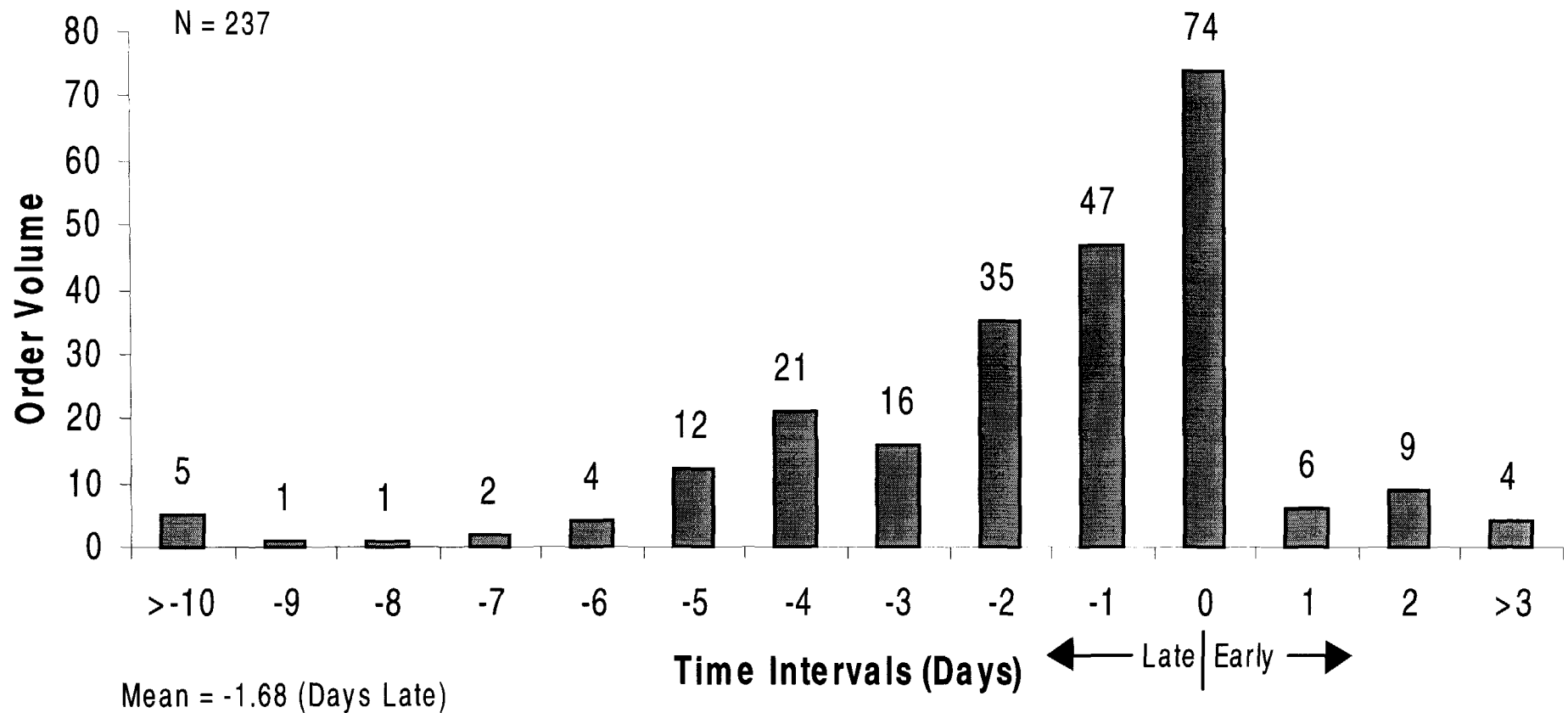
# Operational Trial

## Desired Due Date To Order Completion Intervals



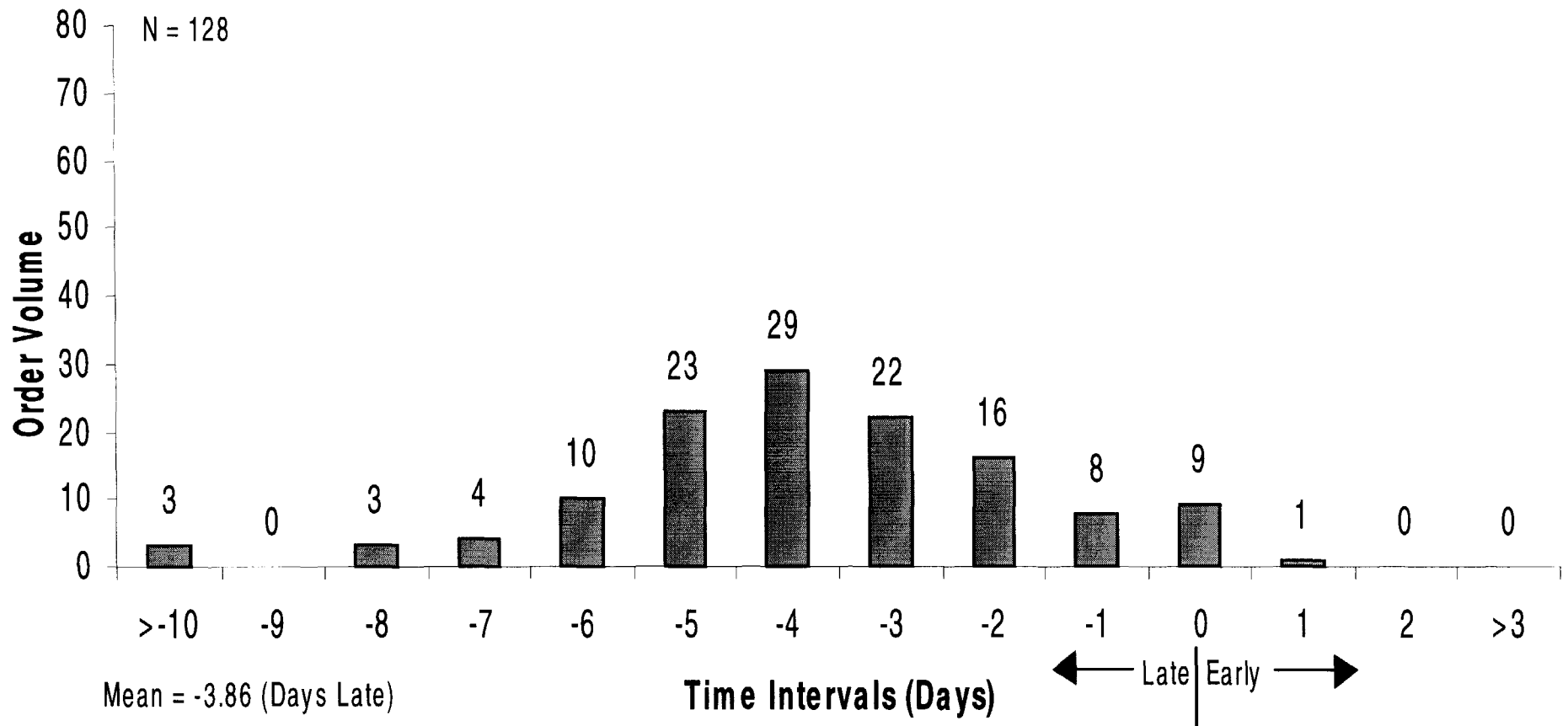
# Migrate-As-Is

## Desired Due Date To Order Completion Interval



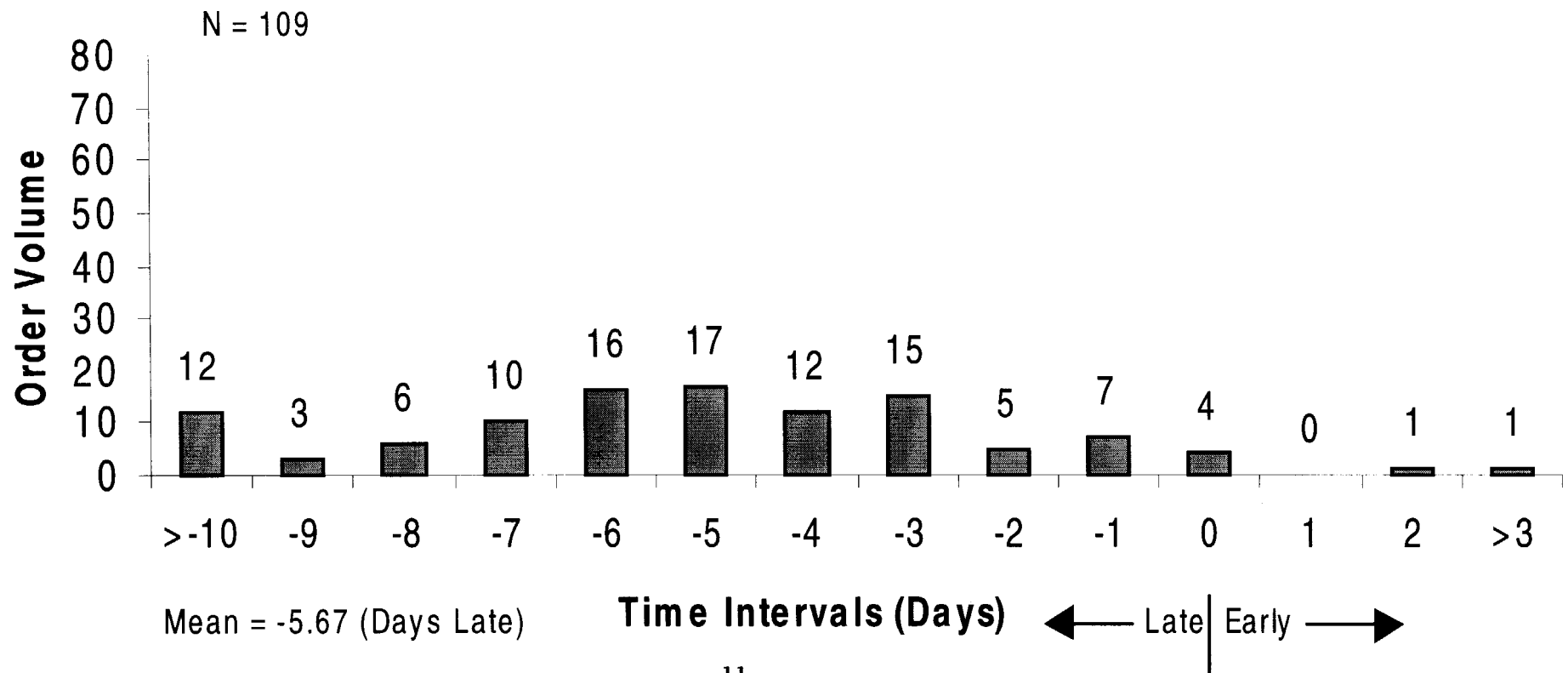
# Migrate-As-Specified

## Desired Due Date To Order Completion Intervals



# New Install

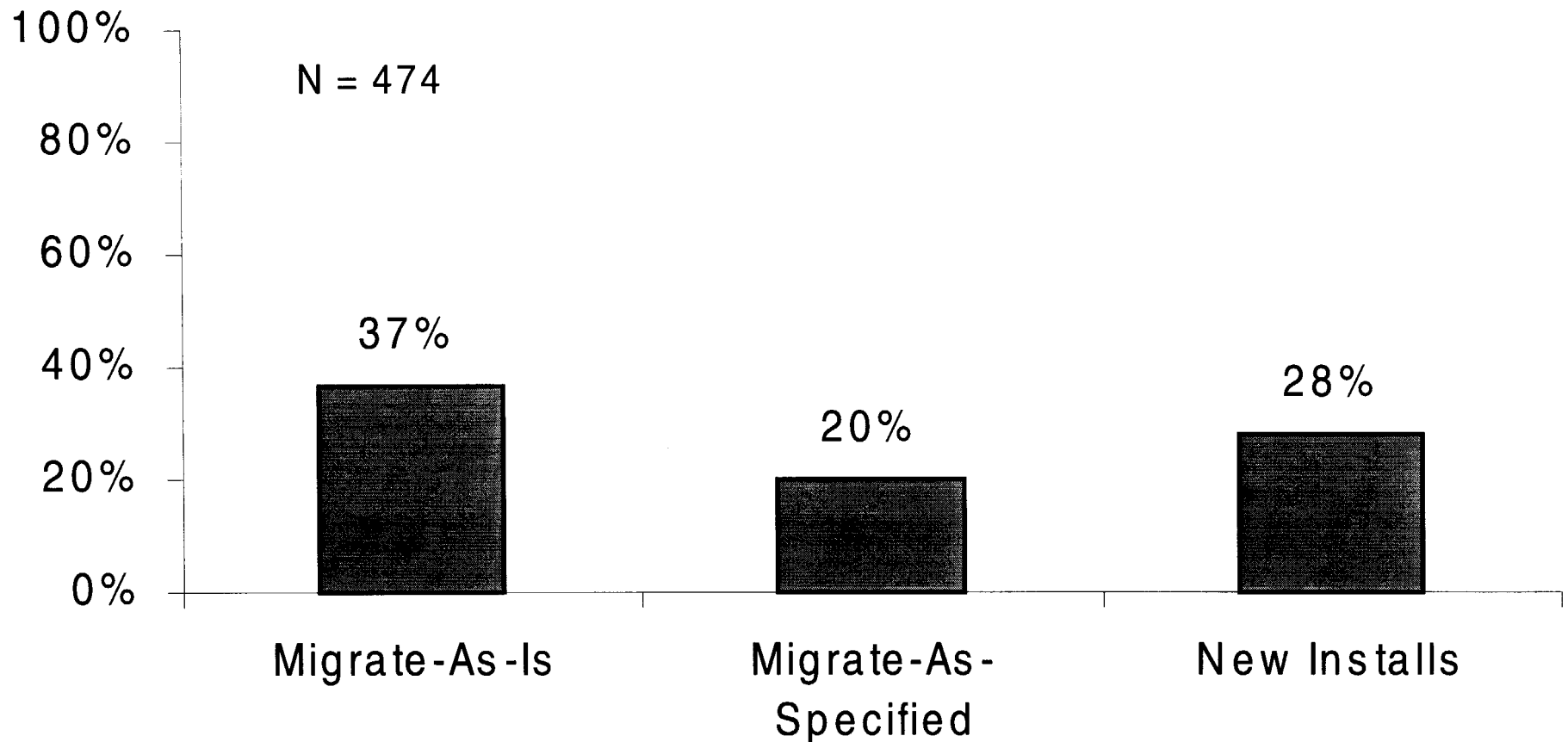
## Desired Due Date To Order Completion Intervals





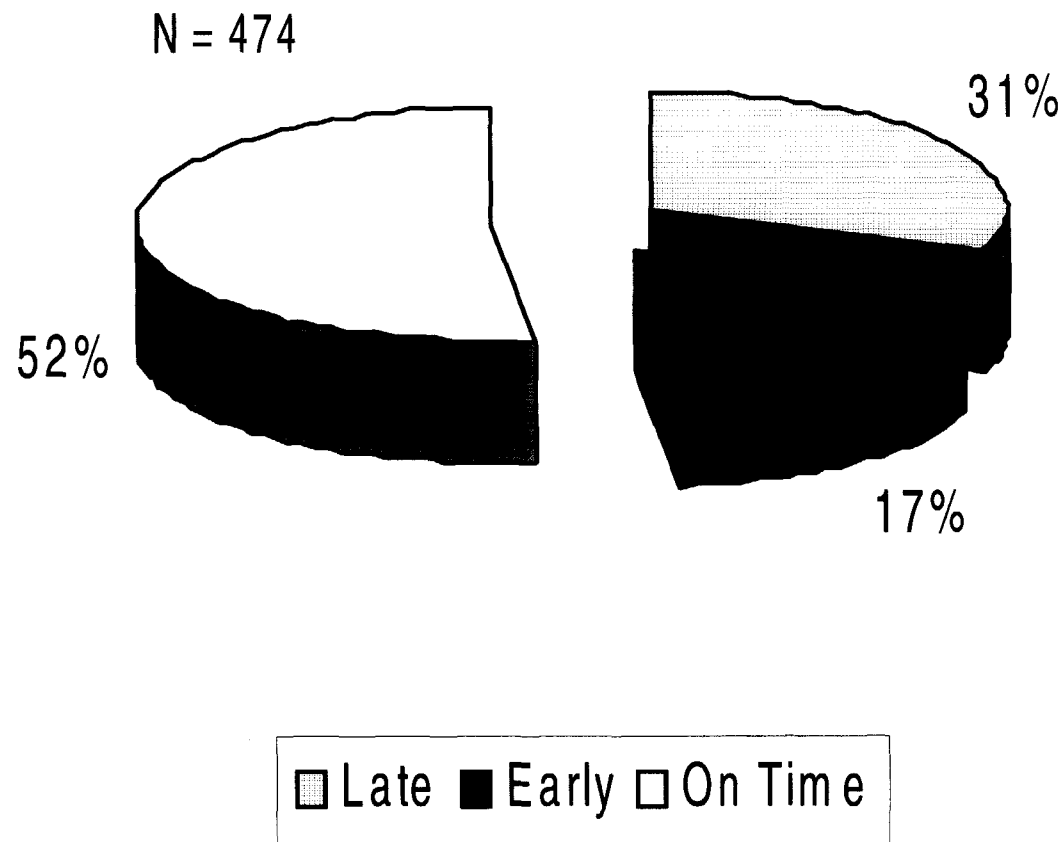
# Operational Trial

## Orders Completed After Firm Order Confirmation Date



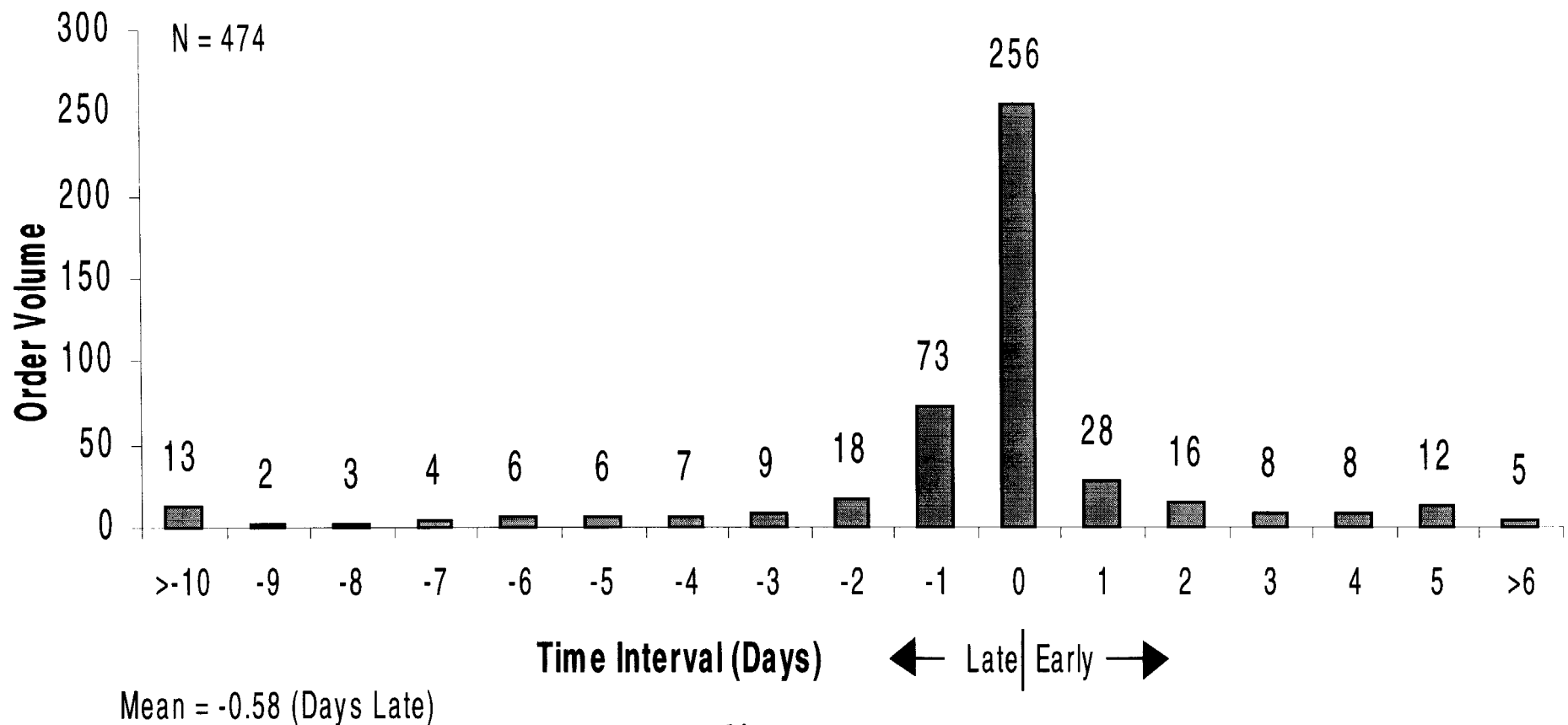
# Operational Trial

## Firm Order Confirmation Date Accuracy



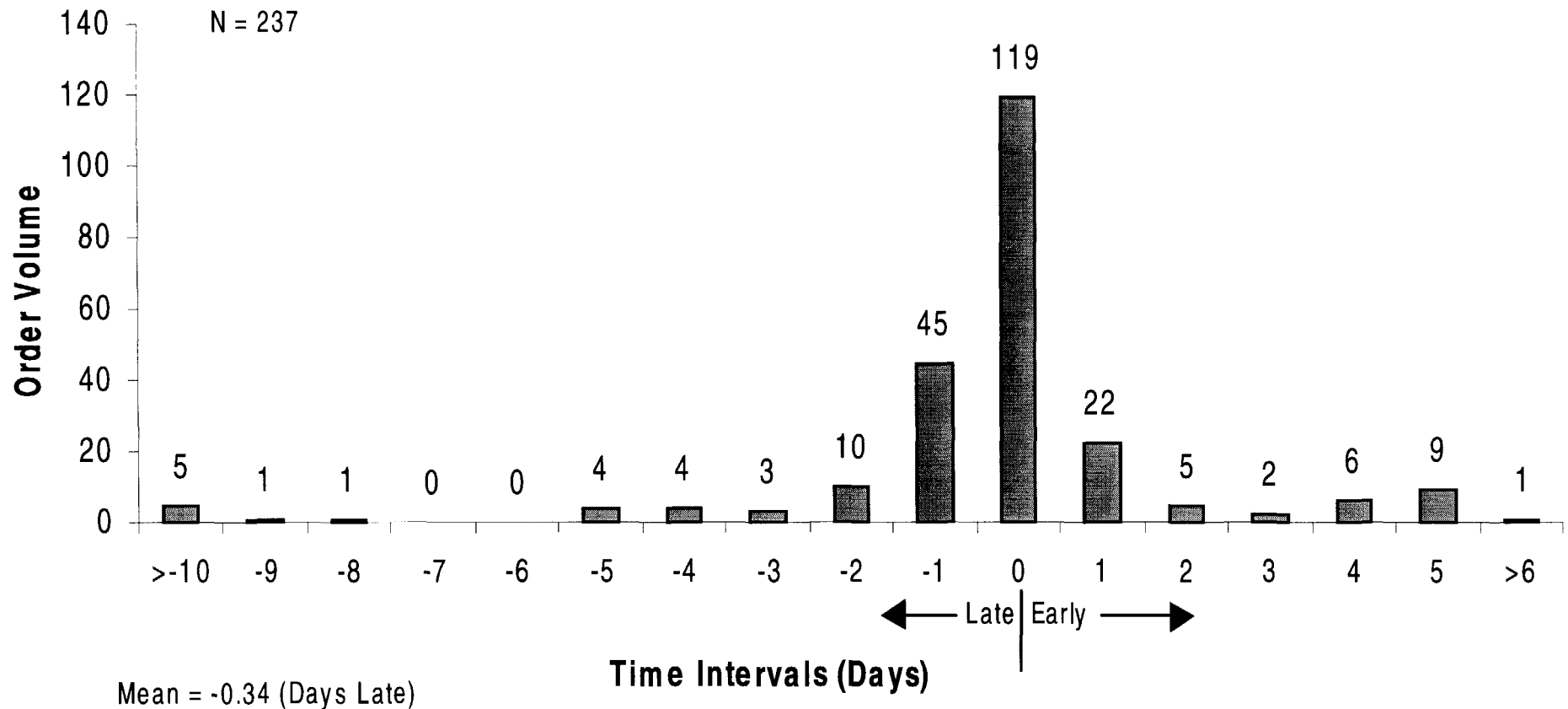
# Operational Trial

## Firm Order Confirmation To Order Completion Intervals

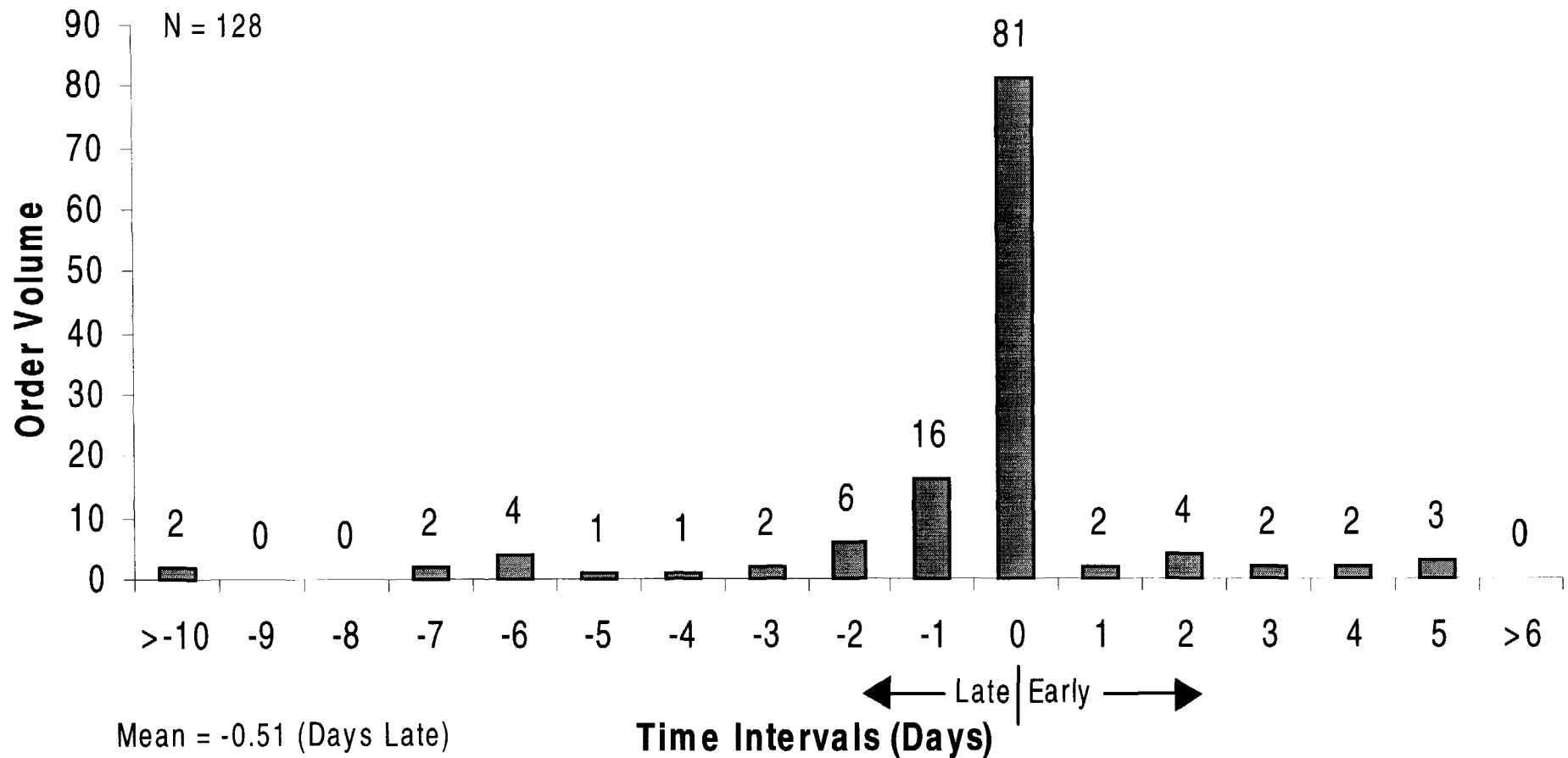


# Migrate-As-Is

## Firm Order Confirmation To Order Completion Intervals

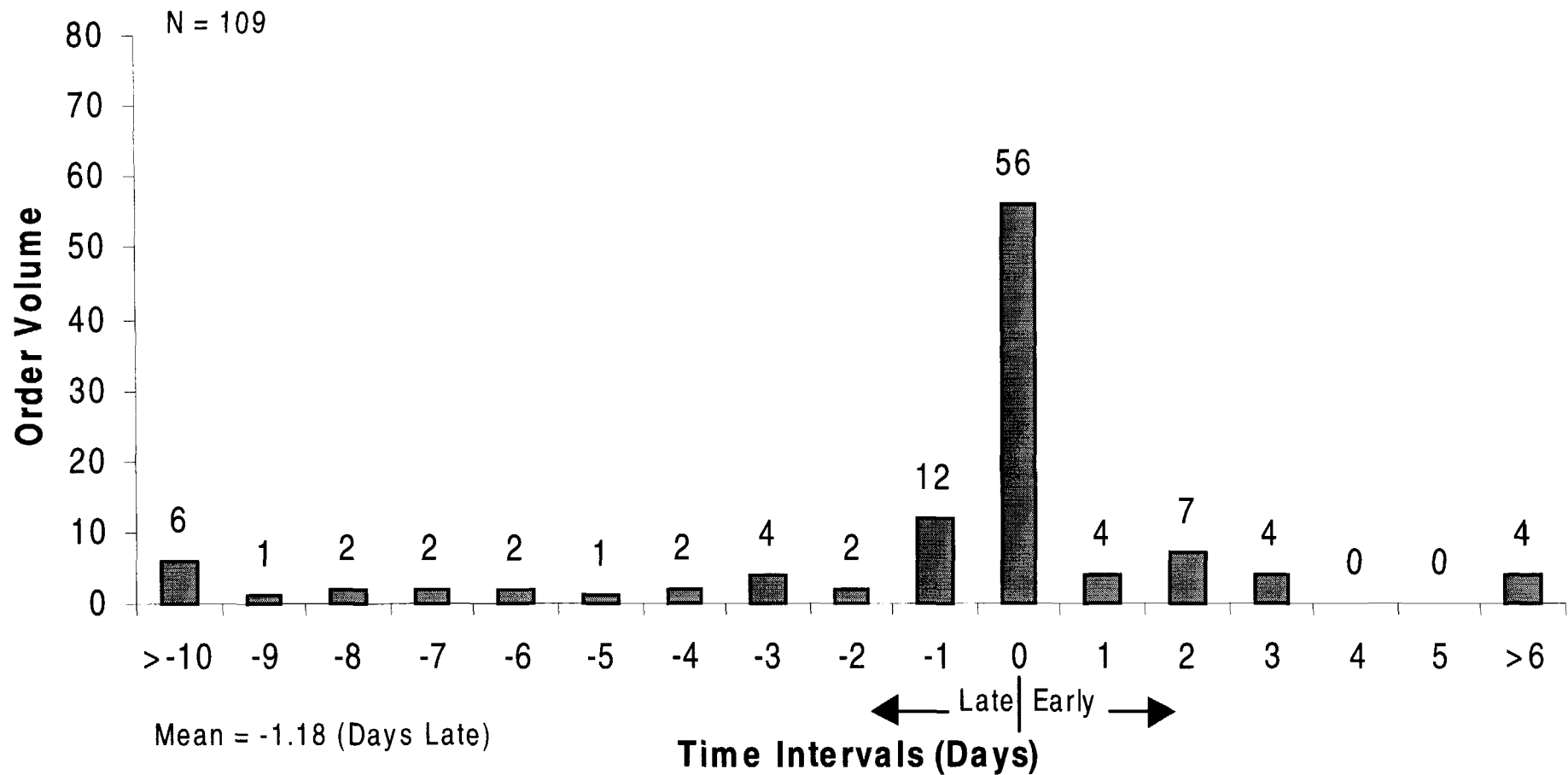


# Migrate-As-Specified Firm Order Confirmation To Order Completion Intervals



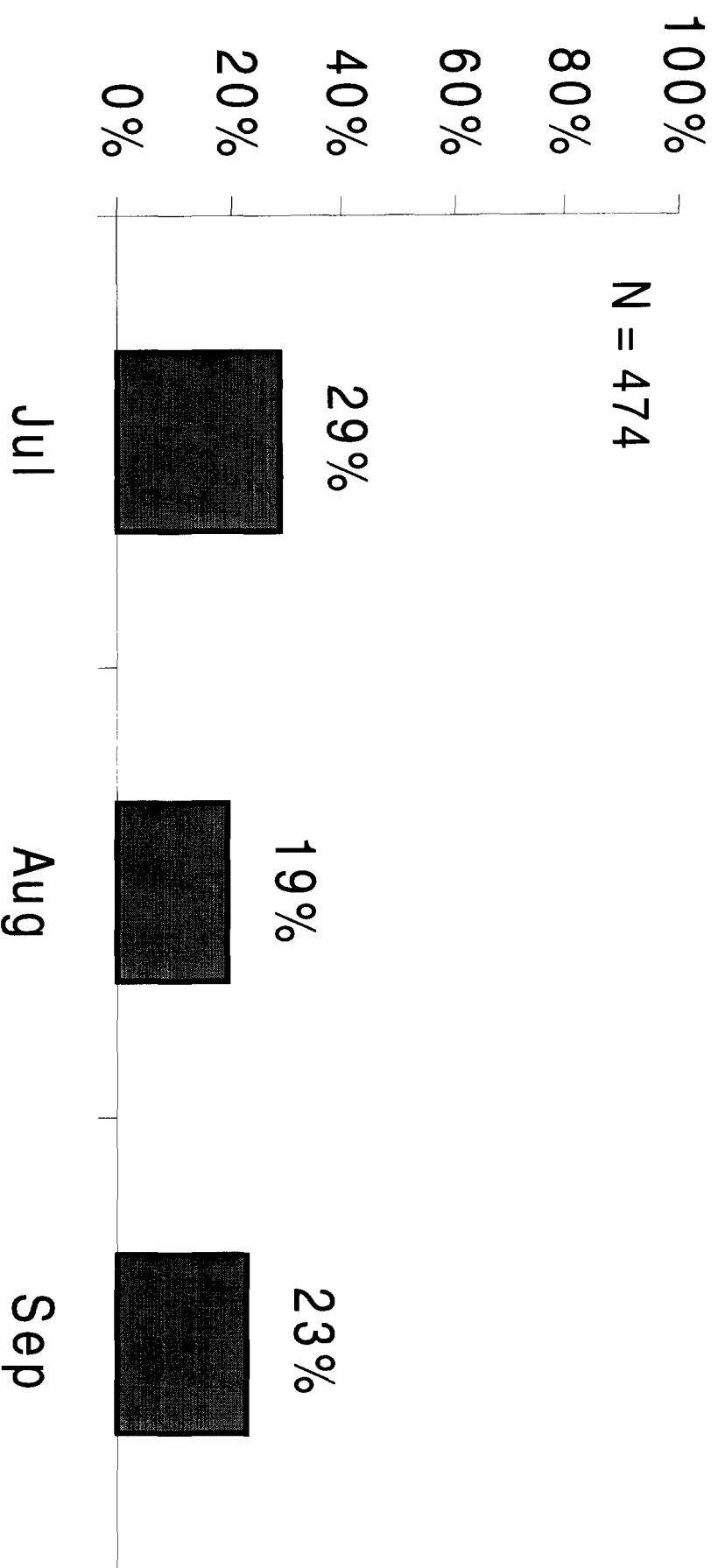
# New Install

## Firm Order Confirmation To Order Completion Intervals



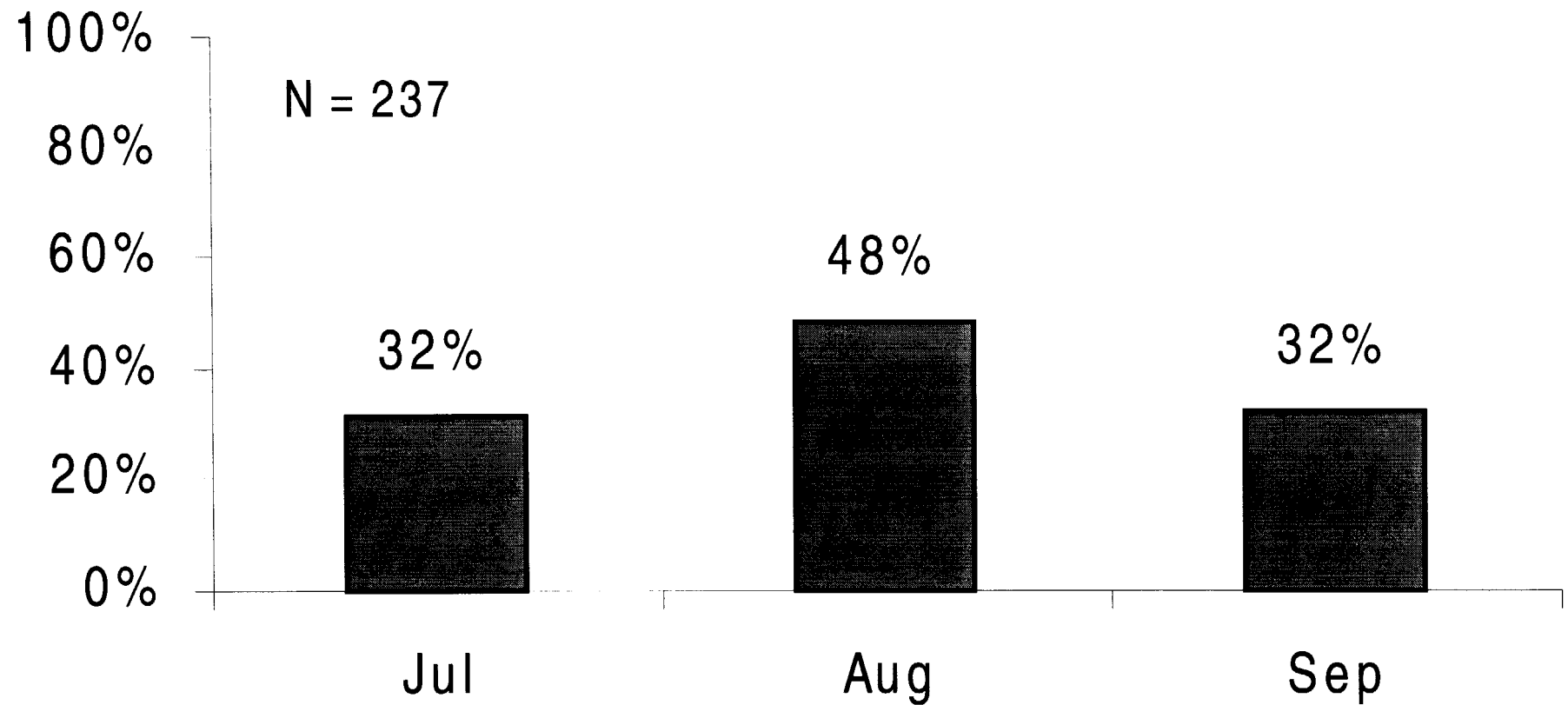
# Operational Trial

## Desired Due Date Met



# Migrate-As-Is

## Desired Due Date Met





# Migrate-As-Specified Desired Due Date Met

